

Case Study 2:

## **Supporting Tool Maintenance and Repair, Allowing the OEM to Respect and Maintain Existing Cross Vendor Agreements**



### **Company Profile**

- Company established in 1967
- Original Equipment Manufacturer (OEM)
- 200/300mm Semiconductor Equipment

### **Business Challenges**

Company was trying to establish itself as a total solutions company by providing support on other manufacturer's equipment.

### **Technical Challenges**

The OEM's customer was experiencing downtime on a particular piece of equipment that had been manufactured by another company. The OEM was aware of the problem with this tool, and offered to resolve the issue by taking over its preventive maintenance and repair. During a period of downtime that was having a significant negative impact on production schedules, this OEM was asked to provide a subject matter expert that could get the tool up and sustain its operation.

### **NSTAR Solution**

NSTAR was already providing onsite support to this company in unrelated areas. NSTAR, through its vast engineer pool, was able to support the new requirement. The tool was brought back up to full performance within one week to meet their customer's expectations. NSTAR continued to support the equipment for 14 months, at which time the NSTAR Engineer was hired full time by this company.

### **Benefits**

By having NSTAR as a provider of skilled resources, the site manager was able to keep his day to day focus on production without needing to reallocate existing resources. NSTAR was able to spend what as much time as necessary to maintain the tool without violating existing cross vendor agreements.

### **What this Means to NSTAR Clients**

- NSTAR is held accountable for manpower issues and creates an environment where the OEM is able to acquire its expertise.
- The OEM assumed only limited exposure because NSTAR provided skilled resources.